

Troubleshooting

Basic Troubleshooting – START HERE!

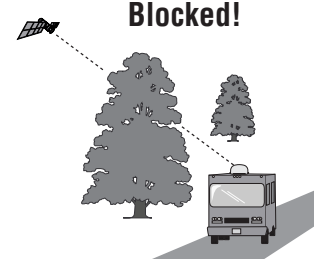
1. Park your vehicle in a blockage-free area.
2. Turn on the primary receiver (the receiver connected to RF1), TV, and TracVision system. Wait 1 minute for the system to initialize.
3. Is the TV screen snowy or blank?
YES - Proceed to Step 4.
NO - Skip to Step 7.
4. Ensure the TV is set to the correct channel (i.e., 3, 4, or Video), and ensure the cable(s) between the receiver and the TV is connected.
5. Press the MENU button on the **receiver** remote control. Does the TV display a menu screen?
YES - Skip to Step 7.
NO - Proceed to Step 6.
6. The receiver might be locked up. Turn the receiver off, then turn it on. Problem resolved?
YES - Done. If the problem persists, contact your satellite service provider.
NO - Proceed to Step 7.
7. Is the antenna making mechanical sounds?
YES - Skip to Step 9.
NO - Proceed to Step 8.
8. Check the power to the TracVision system (fuse/circuit breaker). Is the power OK?
YES - Proceed to Step 9.
NO - Restore power.
9. Turn the receiver off and unplug it.
10. Turn the TracVision system off, then turn it on. Wait 1 minute for the system to initialize.
11. Plug in the receiver and turn it on.
12. Check for blockage. The antenna requires a clear view of the satellite. Common causes of blockage include trees, buildings, and bridges.

Troubleshooting

Is there blockage present?

- YES** - Move away from the obstruction.
NO - Proceed to Step 13.

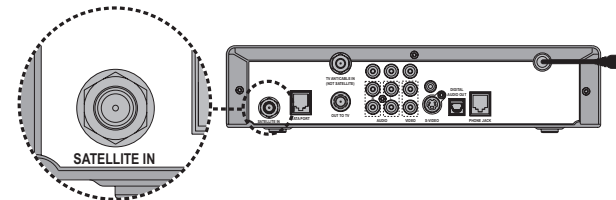
Blockage (Example)



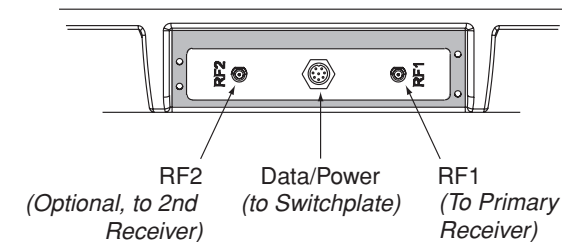
13. Check the antenna dome for dew, grime, or heavy rain. Are any of these conditions present?

- YES** - Clean the antenna dome, or wait for the rain to subside.
NO - Proceed to Step 14.

Receiver Rear Panel (Example)



Antenna Connectors



14. Check the antenna cables and the coax cable connected to the receiver (at the "Satellite In" jack). Are all cables undamaged and connected?

- YES** - Proceed to Step 15.
NO - Repair/reconnect the cable.

Troubleshooting

DIRECTV Troubleshooting

1. Can you view the Preview channel (100), but other channels ask you to call "Ext. 722"?
YES - Call DIRECTV at 1-800-DIRECTV.
NO - Contact your KVH dealer for assistance.

DISH 500 Troubleshooting

1. Set your TracVision system to DISH 500 mode.
2. Try using the system. Problem resolved?
YES - Done.
NO - Contact your KVH dealer for assistance.

If you continue to have problems with your TracVision system, or cannot resolve the problem using this troubleshooting guide, please contact your KVH-authorized dealer or distributor, or KVH Technical Support for assistance.

Product Care

- Periodically wash the exterior of the dome with fresh water and mild detergent. Avoid harsh cleansers or volatile solvents (e.g., acetone).
- Do not spray the dome with high-pressure water.
- If you wish to paint the dome, use only non-metallic automotive paint without a primer coat. Metallic paint will impair reception of satellite signals.

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TRACVISION®

KVH TracVision R5/R4SL



User's Guide

KVH®

Welcome!

Congratulations! You have purchased the most reliable satellite TV antenna system available today. Refer to this handy guide for basic operation and troubleshooting information.

Product Serial Number

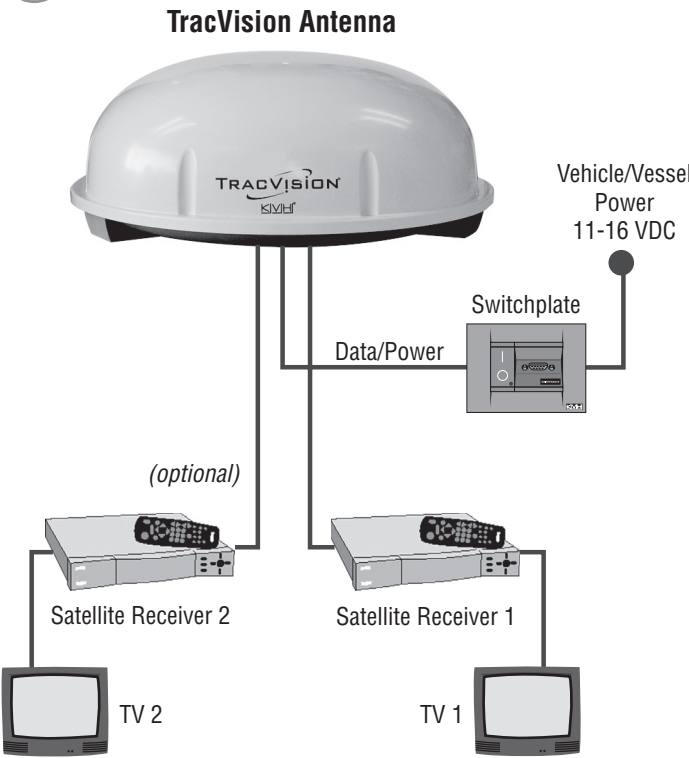
TracVision Serial Number



☐ R5SL, In-motion

☐ R4SL, Stationary (use only when parked)

TracVision System Diagram

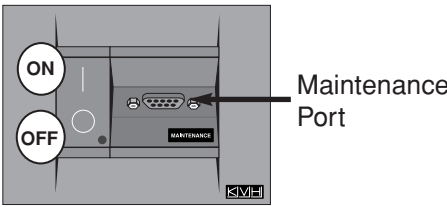


Basic Operation

Turning On the System

1. Park your vehicle in an area with a clear view of the southern sky, away from any trees or tall buildings.
2. Turn on your receiver and TV.
3. Set the switchplate's Power switch to the ON (up) position.

Switchplate



4. Wait 1 minute for system startup.

Turning Off the System

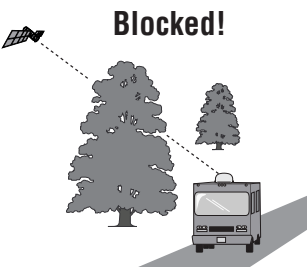
Set the switchplate's Power switch to the OFF (down) position.

Note: If you are parked, have a good satellite TV picture, and do not need to switch between satellites,* you may turn off the TracVision system to conserve power. While the vehicle is parked, the antenna will stay locked onto the satellite.

* DISH 500 and DIRECTV multiple satellite setups require the antenna to switch satellites. If you are using one of these setups, keep the antenna turned on to watch TV.

Satellite TV Reception

Your TracVision system will provide outstanding satellite TV reception while it has a clear view of the southern sky. Common causes of blockage include trees, buildings, and bridges. You must also be located within the satellite's coverage area. Refer to your satellite TV service manual or visit www.kvh.com/footprint for coverage area info.



Switching Satellites

Automatic Mode

Most satellite TV service subscribers can switch between installed satellites automatically by simply changing channels using the receiver remote control.[†]

DIRECTV - Fully supported

DISH Network - Fully supported with DISH 500 Mode enabled^{††}

ExpressVu - Manual Mode only

[†] If you have a multiswitch installed (for 3 or more receivers) you need to use Manual Mode.

^{††} Normally, DISH 500 Mode is configured during installation. If you need to set up your system for DISH 500 Mode, see "DISH 500 Mode Setup."

Manual Mode

Manual Mode requires a TV/SAT Switch* to switch to the alternate satellite. Follow the steps below.

1. Connect the TV/SAT Switch's attached data cable to the maintenance port on the front of the switchplate.
2. Press the SELECT button once to switch to the alternate satellite.

TV/SAT Switch (sold separately)



* To order a TV/SAT Switch (KVV Part # 01-0245), please call +1 401 847-3327.

Installing New Satellites

If you wish to change which satellites the antenna will track, visit any KVV-authorized dealer or distributor; your new satellites can be configured in just a few minutes. To find a KVV-authorized dealer near you, visit www.kvh.com/wheretogetservice.

DISH 500 Mode

DISH Network subscribers can use Automatic Mode to switch between the 119 and 110 satellites when DISH 500 Mode is enabled.

DISH 500 Mode Setup

Follow the steps below to enable DISH 500 Mode.

1. Park your vehicle in a blockage-free area.
2. Turn on the TV and primary receiver (the receiver connected to RF1).
3. Turn on the TracVision system. Wait 1 minute for system startup.
4. Using the receiver remote control, go to the "Point Dish/Signal Strength" screen (press MENU, 6, 1, 1 on most models).
5. Choose "Check Switch" then press SELECT.
6. Choose "Test" then press SELECT to run the Check Switch function. Wait **15 minutes** for the antenna to restart automatically.

If the receiver locks up (does not respond to commands from the remote control), disconnect power from the receiver, restart the antenna, then restore power to the receiver and try the Check Switch function again.

7. Choose "Test" then press SELECT to run the Check Switch function a second time.
8. Once the second Check Switch function is complete, ensure the TV display appears **exactly** as shown below:

Installed Switch: SW42				
Input:	1	1	2	2
Satellite:	119	119	110	110
Polarity:	Odd	Even	Odd	Even
Status:	Satellite reception verified			

If the TV display does not appear **exactly** as shown, run the Check Switch function again.

9. Exit the menu and allow the receiver to download the program guide. Once the program guide loads, you can start enjoying satellite TV.